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Acquisition

QUALITY ASSURANCE

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1. Superior quality supplies and services are fundamental to successful Air Force operations. To maintain a highly effective military capability, the Air Force must establish essential quality standards and controls for quality planning; the monitoring, measuring, and reducing of process variation; and assuring the overall effectiveness of these efforts in each phase of acquisition. This directive establishes policy to define and oversee the standards and controls for each phase of acquisition, collectively referred to as the quality assurance program.
2. All activities that impact quality in design, development, purchasing, production, storage, distribution, operation, maintenance, modification, or disposal must be controlled to assure quality requirements and standards are consistently met or exceeded.
3. The Air Force will establish and use a quality deficiency reporting and correction system. This system will provide management visibility of the overall supply and service quality.
4. This directive establishes the following responsibilities and authorities:
 - 4.1. The Assistant Secretary for Acquisition (SAF/AQ) ensures acquisition quality.
 - 4.2. The Deputy Assistant Secretary for Management Policy and Program Integration (SAF/AQX) acts as the Air Force focal point and authority on matters related to quality policy, acquisition regulations, standards, career programs, and training.
 - 4.3. The Deputy Assistant Secretary for Contracting (SAF/AQC) oversees the quality assurance process involving services contracts except when higher level contract quality requirements apply (as directed by the Federal Acquisition Regulation, Part 46, *Quality Assurance*, current edition) in which case SAF/AQX is responsible.

4.4. The Deputy Chief of Staff for Logistics (HQ USAF/LG) oversees the quality assurance process for organic logistics functions except those provided under contract. HQ USAF/LG also acts as the Air Force focal point for product quality deficiency reporting policy.

4.5. Headquarters Air Force Materiel Command (HQ AFMC) will establish a central management focal point to monitor implementation and ensure compliance with quality assurance. In addition, HQ AFMC will manage the product quality deficiency reporting process, calculate the metrics described in [Attachment 1](#), and provide the associated measurement charts to SAF/AQX by 30 November of each year.

5. This policy directive applies to all Air Force activities that acquire supplies and services. It implements the FAR, Part 46, the Defense FAR Supplement (DFARS), Part 246, *Quality Assurance*, current edition, and Department of Defense Instruction 5000.2, *Defense Acquisition Management Policies and Procedures*, February 23, 1991.

6. Specific implementing procedures for an Air Force acquisition quality assurance program required in DFARS, Part 246, will be provided in AFI 63-501, *Acquisition Quality Assurance Program* (formerly AFR 74-1) and AFI 63-502, *Contract Quality Assurance* (formerly AFR 74-15).

7. See [Attachment 1](#) for measures used to comply with this policy.

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Attachment 1

MEASURING AND DISPLAYING COMPLIANCE WITH POLICY

A1.1. Compliance with this policy directive will be assessed by using a product quality deficiency report (PQDR) trend per fiscal year (FY) (**Figure A1.1.** and a total of PQDRs per FY grouped by industrial sector (**Figure A1.2.**).

A1.2. The PQDR trend in **Figure A1.1.** is calculated by taking the number of PQDRs (and other customer complaints) received for action by Air Force action points during a given FY, and dividing that total by each \$10 million in constant FY93 dollars for production contracts and for organic depot maintenance for the same period. The formula is illustrated as follows:

$$\text{PQDR Trend} = \frac{\text{Total PQDRs received during fiscal year} \times 10,000,000}{\text{Total product contract \$} + \text{total organic depot maintenance \$}}$$

A1.3. **Figure A1.2.** displays the PQDR number (and other customer complaints) received in each FY grouped by industrial sector.

A1.4. These metrics are intended as broad indicators of overall trends in customer satisfaction with supplies and services acquired by the Air Force. HQ AFMC should analyze the data and provide comments with a metric summarizing the analysis. In case of adverse trends, actions planned or underway to correct those trends should be described. SAF/AQX will review the analysis and the HQ AFMC comments to determine if revised or supplemental policy is needed to improve quality or to counter adverse trends.

A1.5. The metrics should be displayed on a chart similar to the example shown in figures A1.1 and A1.2. The charts should display data for the past 4 FYs and will be reported using RCS: SAF-AQX(A)9311, *Quality Assurance Metric Report*. Continue reporting during emergency conditions C-3, delayed.

Figure A1.1. Sample Metric of Product Quality Deficiency Report (PQDR) Trend

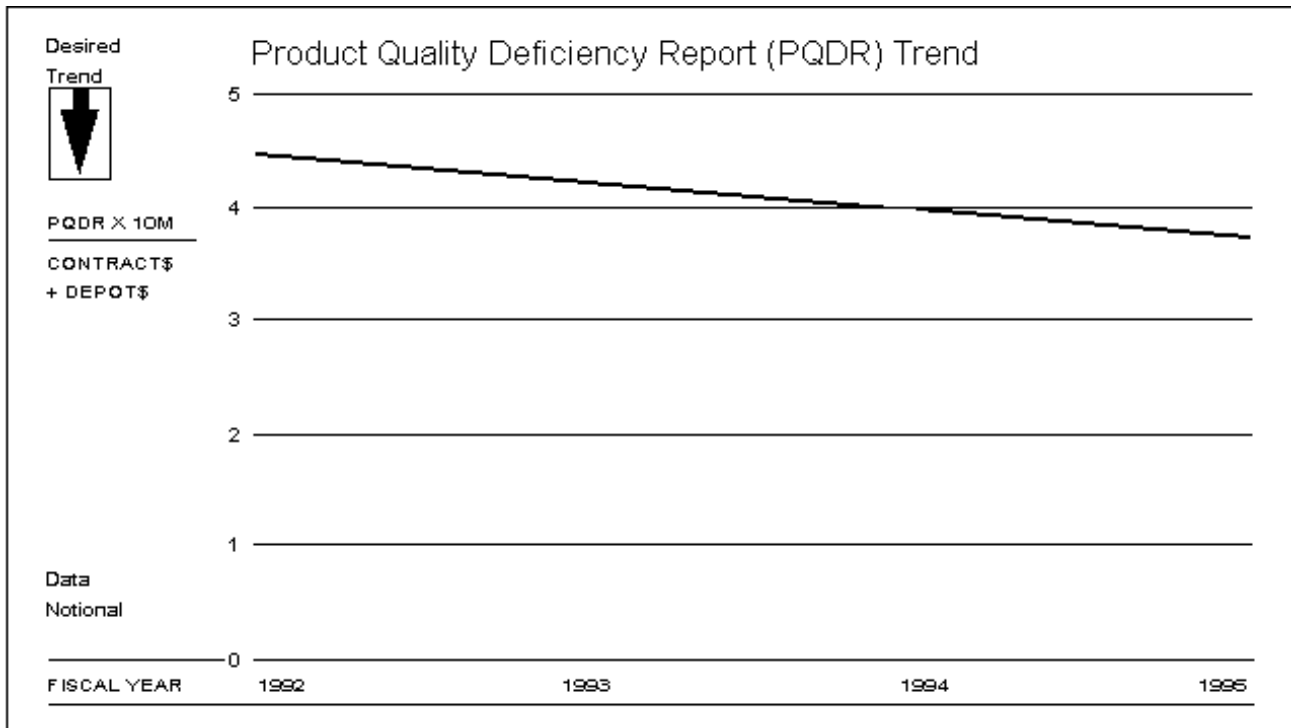


Figure A1.2. Sample Metric of PQDR Numbers by Industrial Sector.

